

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

December 3, 1998
Tempe Police Department
Tempe, AZ

MEMBERS ATTENDING

Gary Elliott, Phoenix, Chairman
*Dan Schultz, Apache Junction
Naoma Sloan, Avondale
*Velma Washington, Buckeye
Patti Walton for Dave Neuman, Chandler
*Gloria Jones, El Mirage
*Janet Laird, Gilbert
Sherry Clark for Sheila Pattee, Glendale
Kay Vineyard, Goodyear
Joe Noce, Mesa
Jean Maiocco, Maricopa County
Bruce Barrows, Paradise Valley
Viola Bent for Fran Creekmore, Peoria
*Curtis Thomas, Salt River Pima-Maricopa
Indian Community

Kathleen McGuire for Gail Denney, Scottsdale
*Ken Blume, Surprise
Susan Williams, Tempe
*Jeff Walter, Tolleson
Ronnie Miller for Rubin Madrid, Wickenburg
*Danielle Teran, Youngtown
*+Carol McLeod, ASU
+Barbara Jaeger, ADOA
+Fred Christley, Capitol Police
*+Debbie Henry, DPS
+Mark Bach, Ft. McDowell Indian Community
*+Michelle Greene, Luke AFB
*+Harry Beck, Phoenix Fire
+Harold Pierson, Rural Metro/Southwest Ambulance

* Those members neither present nor represented by proxy.
+ Ex-Officio member.

OTHERS PRESENT

Jim Wortham, Phoenix
Mary Dysinger-Franklin, Phoenix
Jim Martin, Pinal County
Al Macaluso, US West

Jack Greene, US West
Debby Mannheimer, US West
Mary Smith, Phoenix
Larry Beauchat, ADOA

1. Call to Order

The meeting was called to order by Gary Elliott, chairman, at 10:07 a.m.

2. Approval of the July 23, 1998 PSAP Manager=s Meeting Minutes

Patti Walton moved Joe Noce seconded, and it was unanimously carried to approve the July 23, 1998 PSAP Manager=s meeting minutes.

3 U.S. West Maintenance Report

Jack Greene, U.S. West, stated since he hasn't been to these meetings for awhile he will defer to questions anyone might have. He mentioned that the technicians have been busy setting up a lab that

will be ready by the first of the year. The lab is being installed at 20 E. Thomas. Barbara Jaeger asked if there would be Nortel equipment installed at the lab. Jack stated not at this time because of funding issues. All this equipment has to be purchased by U.S. West.

4. U.S. West Customer Service Report

Al Macaluso, U.S. West, informed the group that he has talked with Bernie Ramirez and he will ensure that at least one technician attend these meeting in the future. This would allow questions to be answered at the meetings or allow them be investigated.

Al also mentioned the lab will have Lifeline, Phrend and MAARs installed, is a Tier 2 lab, and will help U.S. West throughout the 14-state region. He felt it was an asset to have the lab here and a step forward. He also mentioned that the new Director for 911-product management, Andrew Berlinberg, was located in Phoenix and would possibly make some positive changes.

Debbie Mannheimer, U.S. West, stated that because of the new area code being implemented some time in 1999, U.S. West will be adding more trunks in the central offices to handle the traffic. The mentioned that it was still uncertain whether the new area code would be an overlay or a geographical split. The Arizona Corporation Commission would be meeting in a few days to review the choices again.

Barbara Jaeger, ADOA, mentioned that they had to have two area codes out of one central office up in Northern Arizona so U.S. West has some experience with this. Jim Wortham asked if the new area code and adding trunks to central offices would affect the budget. Barbara stated that the tariff is still an access line charge and would not cause any additional expenses. Gary Elliott inquired how the new area code would affect the ANI at the PSAPs. Jack Greene stated that we could have up to four area codes in each central office. The ANI stream now has 0 plus the 7-digit number. The 520 area code is a 1 plus the 7-digit number. Area codes would be 0, 1, 2, or 3. The 4, 5, 6, or 7 are for default routing and the 8 is for testing.

5. ADOA Report

Barbara Jaeger, ADOA, stated they are still working on database prep in parts of Gila County, Yavapai County and the Wilcox area. There are still areas around the county that do not have 911 service but she expects some services coming on line early next year.

Pima County is the process of collecting documentation to support Phase I implementation. They have submitted what they have to the state but there are priority and monetary issues that they are still struggling with. Anita Velasco has asked U.S. West for a price to engineer her project. Barbara said that any money used for Phase I or II has to go through the Joint Legislative Budget Committee. She anticipates it will cost about \$200,000 to implement and maintain this through the fiscal year. This pilot program will aid the state in determining costs for future implementations.

Barbara reported that ADOA had a RFP on the streets for a consultant study to address the tax discrepancies and other issues. The bids have been received and the committee would be looking them over today.

Barbara also mentioned that the state procurement office had an RFP out to put 911 equipment on the state of Arizona contract. Because it is a priority with the state it should be out by January and completed shortly thereafter. She suspects there will be 4-5 vendors on contract.

6. Update of the Activities of the 911 Technical Subcommittee of the PSAP Managers Group

Jim Wortham reported that the committee has been looking at the maintenance contract coming up for renewal. The items being looked at are: sole source provisioning, no cost mark-up, 1 hr on site response time, separate PSAP pricing, annual true up for maintenance costs, and renewing our present contract much the same as it is now on a one year interim basis.

Jim provided the group a copy of the wireless provider's pANIs. These numbers can/have changed. If you notice any problems give Jim a call. One problem that took several months to find in the translation tables was recently fixed. Apparently one of the providers was out pulsing 223-2000 instead of the pANI. Jim thanked Jean Maiocco for all her help in getting some of these problems straightened out. Jean asked if AirTouch could update their ALI display, it now reads U.S. West Newvector. She said it would be better to have the correct display as these companies change their names. Cellular One should also be changed from the current display of BAM. Jim agreed to look into this.

The new wireless provider in town is VoiceStream who used to be Western Wireless. Jim also mentioned that we were trying to match the NENA telephone provider ID list with the companies that are doing business in Arizona. The NENA list shows some 32 different companies that are able to do business in Arizona.

7. MSAG Information Report

Jean Maiocco reported that a refresher/maintenance MSAG class was held on November 20. About 35 people attended and all but four PSAP had a representative. Two analysts from SCC and Penelope Theyken from U.S. West conducted parts of the class and were on hand to answer questions. An overview of the whole process was presented to the group from how the telephone numbers are first entered to how the PSAP manager corrects/updates the MSAG. Approximately 1000 errors have been cleaned up since that class and since the letter to the City Managers went out. Jean said to keep up the good work. She has a new error list that has been sent to the majority of the agencies. She will be getting the rest out shortly. SCC was suppose to be sending these errors daily but she thinks they may be having difficulty keeping up also. Jim asked if we should send a follow up letter to congratulate the agencies efforts in solving the problem. Jean said that she did not feel the problem was solved as of yet. There have been improvements but if the agencies don't carry through we will continue to fall behind.

Jean stated that the Sheriff's office will be going through the hiring process for a new MSAG Coordinator next week. She has a new function but will be supervising that person and will still be involved with the process.

Chairman Elliott thanked Susan Williams from the City of Tempe for hosting the meeting.

Next meeting was scheduled for Thursday, January 21, 1999 at 10:00 a.m. The meeting will be held at:

**Chandler Police Department
250 E. Commonwealth Avenue
Chandler, AZ 85225**

The meeting was adjourned at 10:41 a.m.